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API Reference

Perform State Transition

Perform State Transition

POST /genesys/1/cs/services/\${service_id}/states/transition

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Description

Performs a state transition for a given service. In many cases, your application is responsible for completing a given state and starting a new state, both in the context of a single interaction. In that context, your application can use this operation (instead of two separate [Start State](#) and [Complete State](#) operations) to reduce both the data duplication and the overall UCS services workload.

Operation

ID	CV.WS.SRV.7		
Method	POST		
URL	/genesys/1/cs/services/\${service_id}/states/transition		
Field Name	Type	Mandatory	Description
URI Parameters			
service_id	integer	yes	The unique ID of the related service.
Body: State Transition Event			
This body contains fields from the State Transition Event .			
from	hash	yes	<p>The hash of the following fields describing the state from which the service is transitioning:</p> <ul style="list-style-type: none">• state_id (mandatory) : The 32-bit ID of the state to complete.• disposition (optional): The unique ID for the business disposition assigned to the given state. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions. <p>Refer to Configuration Options for more details on Business Attribute mapping.</p>

ID	CV.WS.SRV.7		
			<ul style="list-style-type: none"> disposition_desc (optional): The text description which provides additional context on the business disposition. Limited to 64 characters.
to	hash	yes	<p>The hash of the following fields, which describe the state into which the service is transitioning:</p> <ul style="list-style-type: none"> state_type (optional): The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute. est_duration (optional): The estimated service duration in seconds.
Important The following fields apply both to the state to complete and the state to start.			
session_id	string	no	The ID of the related session. For example, the orchestration session or any other business session.
interaction_id	string	no	The ID of the related Genesys interaction. This ID can be used by other Genesys reporting products such as Stat Server, URS, Composer, and GVP.
application_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of application issuing the service event. May be used to group related applications, potentially

ID	CV.WS.SRV.7		
			across resource types.
application_id	integer	no	The unique ID (Genesys DB ID) for the application issuing the service event, such as a GVP VoiceXML application or an Orchestration SCXML application.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of resource which provides the service (such as GVP, Agent Desktop, or Orchestration).
resource_id	integer	no	<p>The unique DB ID for the specific resource which provides the service. For instance:</p> <ul style="list-style-type: none"> the Genesys DB ID of a specific GVP or orchestration platform. the DB ID of a given agent, according to the context.
media_type	long or string	no	The media type applicable to the given state. For example: email, voice, chat, etc.
timestamp	date/time	no	<p>The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601 representation :</p> <p>[YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z.</p> <div> <p>Important</p> <p>If the application does not specify this timestamp, the server does it when the event is processed.</p> </div>
<extension key>	Any JSON type	no	State attached data as key-value pairs. You can add as many key-value pairs as needed.

Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See [HTTP Response Codes and Errors](#) for further details on the possible codes that this operation can return.

Response	
HTTP code	201
HTTP message	Created
Header	Location: /service/\${service_id}/states/\${state_id} where: <ul style="list-style-type: none">• \${service_id} is the service ID.• \${state_id} is the ID of the created state.
Body	{ "state_id": \${state_id} } where: \${state_id} is the created state ID.

Example

Operation

POST http://localhost:8080/genesys/1/cs/services/735692/states/transition

```
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": {
      "FeedbackType": "survey", "rating": 7,
      "notes": "warm welcome at frontdesk, thanks for the nice trip"
    },
    "Satisfaction": [
      {
        "rating": 2,
        "pertinence": 8,
        "usefull": true,
        "place": "Terranova mexico resort"
      },
      {
        "rating": 8,
        "pertinence": 4,
        "useful": false,
        "place": "Fancy resort Paris"
      }
    ]
  }
},
```

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```
"to": {
  "state_type": 8,
  "est_duration": 500,
  "Sponsoring": { "Rank": "first", "expire": 7,
    "notes": "give customer free meal" }
}
```

POST http://localhost:8080/genesys/1/cs/services/735692/states/transition

```
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": { "FeedbackType": "survey", "rating": 7,
      "notes": "warm welcome at frontend,
thanks for the nice trip" },
    "Sponsoring": { "Rank": "first", "expire": 7,
      "notes": "give customer free meal" }
  },
  "to": {
    "state_type": 8,
    "est_duration": 500,
    "Satisfaction": [
      {
        "rating": 7,
        "pertinence": 3,
        "usefull": false,
        "place": "Australian beach resort complex"
      },
      {
        "rating": 9,
        "pertinence": 8,
        "usefull": true,
        "place": "Caribbean beach complex"
      }
    ]
  }
}
```

Result

```
201 Created
{"state_id": 15158}
```